

## AMENDMENT TRANSMITTAL LETTER (Large Entity)

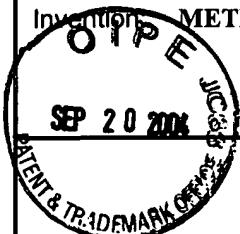
Applicant(s): Craig R. Shambaugh, et al.

Docket No.

6065-82965

Application No. 09/992,367	Filing Date 11/06/2001	Examiner Bui, Bing Q.	Customer No. 24628	Group Art Unit 2642	Confirmation No. 5567
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Invention: METHOD OF OPTIMIZING CALL CENTER RESOURCES BASED UPON STATISTICS



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COMMISSIONER FOR PATENTS:

SEP 23 2004

Technology Center 2600

Transmitted herewith is an amendment in the above-identified application.

The fee has been calculated and is transmitted as shown below.

## CLAIMS AS AMENDED

	CLAIMS REMAINING AFTER AMENDMENT	HIGHEST # PREV. PAID FOR	NUMBER EXTRA CLAIMS PRESENT	RATE	ADDITIONAL FEE
TOTAL CLAIMS	29 -	31 =	0	x \$18.00	\$0.00
INDEP. CLAIMS	3 -	3 =	0	x \$86.00	\$0.00
Multiple Dependent Claims (check if applicable)		<input type="checkbox"/>			\$0.00
					TOTAL ADDITIONAL FEE FOR THIS AMENDMENT
					\$0.00

- No additional fee is required for amendment.
- Please charge Deposit Account No. in the amount of
- A check in the amount of to cover the filing fee is enclosed.
- The Director is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account 23-0920
  - Any additional filing fees required under 37 C.F.R. 1.16.
  - Any patent application processing fees under 37 CFR 1.17.
- Payment by credit card. Form PTO-2038.

**WARNING: Information on this form may become public. Credit card information should not be included on this form. Provide credit card information and authorization on PTO-2038.**



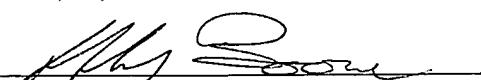
Signature

Dated: September 16, 2004

Jon P. Christensen  
Reg. No. 34,137

I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to "Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450" [37 CFR 1.8(a)] on 9/16/2004

(Date)



Signature of Person Mailing Correspondence

Abby Boone

Typed or Printed Name of Person Mailing Correspondence

CC:



82965

2642  
41  
PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Craig R. Shambaugh, et al. Art Unit: 2642  
Serial No.: 09/992,367  
Filed: November 6, 2001  
For: METHOD OF OPTIMIZING CALL CENTER RESOURCES BASED UPON STATISTICS  
Examiner: Bui, Bing Q  
Attorney  
Docket No.: 82965

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AMENDMENT A

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-0001

Sir:

In response to the Office Action of June 17, 2004, please amend the above-identified application as follows: